



caducean

VOLUME 45, NUMBER 4

TRIPLER ARMY MEDICAL CENTER, HAWAII

MAY 6, 1996

In the News

Editorial	2
Commentary	3
EMT Training	4
Environment of Care	4
Workplace Violence	5
Patient Education	6
Sports & Leisure	7
EFMB	8

In Brief

Heavy construction continues on the mountain side of the hospital, and Jarrett White Road has been detoured through the patient parking lot. Officials ask everyone to use care in the area as the Veterans Affairs projects continue.

Accreditation Success Featured by Joint Commission Publication

JCAHO book will highlight quality in health care organizations

By James Campbell,
Editor

The Joint Commission for the Accreditation of Healthcare Organizations, JCAHO, has decided to publish a new book entitled "Doing the Right Things Right: Survey Readiness Strategies for Accredited Hospitals," and Tripler has been chosen as one of only six organizations that will be featured.

The process started with a list of 20 organizations found worthy by surveyors' recommendations to be interviewed for consideration in the publication and is expected to be completed in late 1996.

The goal, stated in a JCAHO letter, was to "find and profile hospitals that are achieving excellence in their everyday work, and thus, are in a constant state of readiness for a JCAHO Survey."

The JCAHO Department of Publications con-

tacted three members of Tripler's Joint Commission Readiness Executive Committee, Lt. Col Michael Frisina, Lt. Col. Cheryl Kilian-Hoffer and John Henry, for an interview that would eventually help determine what organizations would be included in this new Joint Commission publishing effort.

"This will be another way to recognize everyone here for their hard work in preparing and succeeding during the survey," said Henry, Tripler's director, Quality Management. He explained that this shows the staff understands why we are doing things right all the time — not just because we were going through the accreditation process.

Based on Tripler's high score, 99 out of 100 possible points, and the overall implementation of process improvement, Tripler will be featured as a model institution and cited as an example for healthcare organizations to follow.

Tripler WIC Clinic Improves Access to Popular Program

By James Campbell,
Editor

The Women, Infants, Children program, or "WIC," is popular with many service members and their families in Hawaii, and Tripler is doing something to help people get enrolled in the state-administered program.

WIC is a federally-funded special supplemental nutrition program for women, infants, and children that provides healthy foods, nutrition education, breast feeding promotion and support, and information and referral to other assistance programs.

To be eligible for WIC benefits, women must be pregnant, breast feeding within one year postpartum, or within six months postpartum. If not breast feeding, children must be under five. The participants' household income must be within the guidelines set by the WIC Program. Participants must have a health or nutritional risk condition, like pregnancy complications, anemia, weight problems or medical problems which can be improved with the help of WIC foods.

"We've found that some people are turned down because they make too much money," said 1st Lt. Brenda Gearhart of Social Work Services who chairs the Maternal and Child Health Social Work team that developed the idea for the clinic. The wage criteria counts all family income unlike some other military services that may only consider the sponsor's pay grade.

She also cited the fact that the health screening, that includes blood tests, almost always shows a need

for nutritional improvement, even when household incomes are too high for program qualifications.

The program can help low-income families with nutritional improvements, since WIC foods include a balance of the basic food groups in proportions designed to meet national guidelines, said Gearhart.

The various military clinics and services at Tripler had been counseling pregnant women and new mothers about the WIC program and referring patients to various WIC clinics around the island. The problem for patients a delay getting the crucial first visit at the state-run clinics to get enrolled. The program had faced budget cuts and callers often got busy signals.

That is the reason the intake clinic came into being, said Gearhart.

Social Work Service assists WIC in a support capacity, she explained. Most women are referred for an appointment through their Obstetrics and Gynecology registration, with Social Work helping to facilitate the screening process. The first step, WIC intake, has been streamlined for beneficiaries, and once they are in the program, getting the benefits is easy, according to Gearhart.

Instead of having to wait for an appointment at one of the state's clinics, Tripler hosts specialists from the program in the second-floor clinic rooms of Social Work Services. It provides access to the WIC program through the well-organized systems currently in place at Tripler, Gearhart said.

It has expedited getting the beneficiaries into WIC from Tripler's OB/GYN clinics, according to Alicia

Madlener, section chief, WIC Clinic Operations, Department of Health, WIC Services Branch.

"Participants are routed to the WIC Clinic closest to them for follow-up appointments and issue of vouchers," said Madlener.

Every two months, people on the program have an appointment at the state satellite clinic of their choice and are given WIC vouchers. The vouchers are issued in sets designed to be used each month.

For now, women who are not pregnant and don't have a newborn child but feel they may have eligible children under five should still contact the main WIC office at 586-8080. Both Gearhart and Madlener said they would eventually like to see intake and initial counseling at Tripler expand to the older children.

The demand at Tripler's clinic has been high with nearly as many walk-ins as people with appointments. The waiting list, sometimes six to eight weeks long, has led Social Work to implement changes that will take effect in mid-June. Current plans include afternoon, guaranteed appointments and open walk-in times in the morning.

Eligible mothers and their newborn babies in the vast network of military clinics around Hawaii are now in a system they may feel more comfortable with while getting started on the educational and nutritional benefits of the civilian program.

For more information about the program, call Social Work Services at 433-6606, or contact the WIC office at 586-8080.

Letter to the Editor

.....
Talk back. Write now.

Social Security Deduction Paperwork

Have you checked your Personal Earnings and Benefit Estimate Statement, Form SSA-7005-SM-OR, from the Social Security Administration recently? If you haven't, it is important for you to do so now. In October of last year, I requested the 1995 statement and noticed that my Social Security Taxes for the years of 1993 and 1994 were not reported to the Social Security Administration which was deducted from my earnings.

I called the Social Security Administration Office and reported the errors in my statement. I was told I needed to prove that the Social Security Taxes had been deducted from my earnings for the above mentioned years. The document I needed was the W2 forms.

The Social Security Administration Office has a toll-free number, 1-800-537-7005. If call during normal work hours a live body will take the call; however, if you call during non-work hours, a machine will take your call. If you get a live body, and you have errors on your statement, ask for a case number. It will look like this — 5.6 case. If you have to send a document to the Social Security Administration Office, fax it to 410-966-9639.

If the errors on the Social Security forms are not corrected within a certain time limit, it is possible to loose the taxes paid. So why not call?

Oswald E. Willis
Sgt. Major
Nutrition Care Division

Net.Surf

.....
Caducean guide to the World Wide Web.

Any Internet adventure should start with Tripler Army Medical Center WebLink at www2.tamc.amedd.army.mil. Once there, you'll find the whole site has been remodeled. The "Caducean" is still available in its digital form, and a new feature to accompany Net.Surf was recently added in "Links."

News Now

The network that helped start the information revolution has a multimedia Web Site that gives you a continuously updated news feed. CNN Interactive is at www.cnn.com.

If computer industry news and software reviews are what you crave, visit C|Net Central at www.cnet.com. Based on the successful computer-oriented television show, this site holds volumes of software and hardware reviews.

Click the text only button quick if you don't have a speedy connection when visiting these three sites. The graphic design is great but can take a long time to load.

Need Help?

Need support for that new computer? Macintosh users can start with www.apple.com for answers and links to other service areas. Microsoft's Knowledge Base at www.microsoft.com/kb/ features a database that gives you answers to your most difficult software questions by giving stored answers in order of relevancy. This is the same database those busy help-desk technicians use when you call Microsoft support.

Family Practice Invitation

The goal of the Family Practice Clinic is to provide you and your family with quality health care. We do this by assigning a primary care provider to you and your family. This means your family will have one physician who will follow your medical needs. You are also assigned to a team of physicians who will meet your needs in the event that your assigned provider is not available.

As a family practice member you will benefit from family-centered care. We provide services for all ages to include prenatal, obstetrical delivery, routine well child, gen-

eral medical, well woman care, geriatrics for both routine and acute care needs. We offer active duty sick call from Monday to Friday between the hours of 7:30 and 8:30 a.m..

To provide you and your family with the best service we can, it is necessary for you to come to our clinic or call the Family Practice records room at 433-3329 or 433-3390 between the hours of 7:30 a.m. and 3:30 p.m. and register for an assigned provider. We are located on 1D which is one floor above the Dental Clinic. The registration form was designed with you, our patient, in mind. We know that during

these busy times it is difficult to stop and fill out forms. Our registration form is easy and only one page, which will take only minutes to complete.

For Family Practice members, starting June 1, all active-duty family members and retirees and their family members under 65 will be disenrolled from Family Practice unless they enroll in TRICARE Prime. *Submitted by the Family Practice Clinic.*

For more information about enrolling in TRICARE Prime, call 1-800-242-6788, and press "2" for beneficiaries followed by another "2" for a representative. -Editor

Feedback from the Editor Pager Placement Pontification

The pager is a wonderful invention. It is small. It fits almost anywhere, and it keeps us in touch around the clock. I sometimes think the pager is second only to those yellow sticky notes when it comes to the operation of the Army. If you want to test my theory, take the batteries out of your pager for a day, and send me the results.

It wasn't always this way. As little as five years ago, any soldier might wonder if that pager attached to someone's uniform was authorized for wear. I've never been able to find pagers in a regulation. I'll admit it is difficult to read regulations, but I assume a paragraph entitled, "The Proper Wear and Use of Pagers," would stand out.

Do we need a regulation governing these gadgets? I'm not sure. I think some pager-placement research is in order.

First, we have the people in "Class-B" uniform who

wear their pagers on the front portion of their belt, and then you have the crowd that puts them in the back. You can spot the difference right away. No research has been published, at least not to my knowledge, on the reason why we have two distinct species of "pager-placers."

The folks in the Battle Dress Uniform sometimes defy logic. I've seen pagers on cargo pockets, pagers in front pockets, pagers on the side tab that takes up slack in the BDU blouse; and yes, pagers clipped to the pen hole in the left-front blouse pocket. Of course, the front-of-belt and back-of-belt clubs exist in the population who wears BDUs. I hear tales of those who switch pager positions when they go from Class B to BDU — they confuse the issue immensely. Another group to watch — the people who clip their pagers to a notebook or leave them on their desk. I don't know what

causes this phenomenon, but this group may miss your call from time to time.

All discussion about where you wear your beeper aside, I believe these devices are as good as gold. A few years ago I would tell my soldiers, "You can call me any time this weekend — no matter what. I'll help you if you need me." They had my home number, but it was the weekend. I could be any number of places when they needed me. Now with pagers, we can mean what we say when we offer after-duty assistance.

Perhaps the final point in this pager parable is the most important. What good does the thing do if you don't share your pager number? I understand people need their privacy, but if the Army gave you that beeper, at least let your coworkers have the number.

Commentary from the Editor.

caducean

Commander: Brig. Gen. Warren A. Todd, Jr.
Public Affairs Officer: G. A. Vidis
Editor: Staff Sgt. James Campbell
Administrative Assistant: Sharon Amoy

The Caducean is an authorized, unofficial publication of the U.S. Army published monthly under the provisions of Army Regulation 360-81 and supervised by the Public Affairs Office, Tripler Army Medical Center, Hawaii 96859-5000. Views or opinions expressed herein are not necessarily those of the Department of the Army. Publication of any material is subject to the discretion of the editor. Readers are invited to make editorial contributions. Deadline for any submissions is by noon on the last day of each month. The Caducean has a circulation of 3,000 copies, printed by SunPress/Midweek of Kaneohe, Hawaii. Use of this printing service does not constitute endorsement. This publication is also available on the Internet via Tripler Army Medical Center WebLink on the World Wide Web at <http://www2.tamc.amedd.army.mil/>.

Be prepared, Be Intentional

We Are What We Do or Fail to Do

Once heard a person say, "You are what you eat."

My first thought was that this was a rather strange statement. I later learned that he was expressing his personal view of human nature. He was saying that outside forces determine and condition us to do certain things or to be a certain way. Regarding our eating habits, he was saying that if we eat junk food, we will probably be out of condition and overweight. Conversely, if we eat in a healthy manner, we will probably be at our ideal weight and in good physical condition. It may be a leap of faith for me to say that we often apply this statement to other life views. I think it is safe to take this deterministic outlook on life and say, "We are what we do." This statement is especially true in our spiritual life.

There is something to say about the spiritually fit life. The spiritually fit person

seems to manifest a life of peace and harmony. The spiritually fit person seems to seek out and trust those situations and people who inspire peace and harmony. He (male pronouns are used to represent both genders) seems to avoid or limit situations that instill stress, frustration, and confusion. This is not to say that the spiritually fit person does not have bad days, but he seems to maintain an ebb and flow to life. The spiritually fit individual appears to be at peace with himself, significant others, coworkers, and with God. He works very hard to maintain all important relationships and strives to create positive meaning to each encounter.

Be Prepared:

One person might say that the spiritually fit life begins when you are internally ready. This person might say that when my will and motivation are right with the task, then and only then, can I start on

the road of spiritual fitness. I will start when I am perfect. This person will see the need for prayer, meditation, Scripture reading, worship attendance, support groups, and acts of kindness as a way of preparing. These activities are important because they give us the impetus to be totally attuned to our God. It is from being attuned that we gain the vision and inspiration to work on the important relationships in our lives. Yet, some individuals say that the only trouble with this outlook on life is that most of us do not maintain a single focus on life long enough to start, let alone finish the important task of spiritual fitness.

Be Intentional:

Yet another person might say all of this is good, but when do I start spiritual fitness? This person seems to say, I have control over my life, and I must be intentional. I might make mistakes, but I do have control over my ac-

tions, thoughts, feelings, and needs. Alcoholics anonymous has a saying that goes something like this, "Fake it until you make it." This person seems to say that even though my internal motivations are not inspiring to do certain tasks, I can pray, meditate, and worship my God now. Psychologists tell us that we all experience some discomfort with new behaviors. But, we will soon become familiar with the new behavior; these behaviors will soon become guiding forces from which we can participate.

Both of these life views are important aspects of spiritual fitness. Neither view is more right than the other, but each view creates change. The important aspects of spiritual fitness are that we start now, develop and maintain relationships with people of like view, do not settle for setbacks, and maintain a single focus on the higher qualities of life.

Spiritual Fitness

By Lt. Col. (Chaplain)
Dennis DeMond

•••••
Keep the soul in shape.

Take Time to Say 'Thanks' to Everyone on the Tripler Team

By virtue of the power vested in me by the Commanding General of this great organization, I hereby declare the remainder of 1996 as the year to thank somebody. We should each make an all-out attempt to thank someone for the contribution that they make to the success of Tripler every day.

We become so complacent in our work attitudes and our routine way of life. Most of us are so wrapped up into looking for the spectacular, that we take some of the smaller contributions and accomplishments for granted. We don't only do this at work, but many of us allow this complacency to carry over into our home and family life.

When was the last time you said thanks to the members of our security force, or the lady in the barber shop, or the cleaners, or a housekeeping member, or a secretary? Do you know your counterparts at Tripler's Schofield Clinic, or vice versa? We should not only take pride in our great organization, but we should be proud of each individual accomplishment which contributes to that success.

We should always preach to our staff that the proper way to do business is to be kind and courteous to our customers. This is certainly the correct approach to help promote customer satisfaction and self satisfaction.

My philosophy of business is that if we give the staff the necessary resources, meaning time, personnel, and equipment, and let them know we sincerely appreciate the job they do to make us, and this institution successful, the customer piece will

fall right into place.

We have an obligation to lookout for, and to be kind and courteous to each other. We have to keep in mind that we are family. It doesn't matter what department you work for at Tripler — we are all working for the same end results. No one section of this huge conglomerate works independently of the other. We depend on each other to be successful. It does not matter if you are military or civilian. We need each other. Keep in mind that you don't just have a job, you have a responsibility.

The headquarters staff is only a small group of people with the responsibility to oversee the ins and outs of this huge conglomerate of medical care in the Pacific. We can not make this happen alone. We need the help and support of each and every individual of this magnificent family.

We have been doing our responsibilities well as a group. Now with our new Commander and all of the changes that are taking place in our great military, we have to continue to do the things that will make us grow and become better.

Remember it is time to thank somebody. I would like to take this opportunity to thank all of you for your support and contributions, and of course to say, "Hooah!"

"Thoughts for the month."

The vocation of every man and woman is to serve other people.

America is the only country where it takes more brains to fill out the income tax return than it does to make the income.

Pate's Corner

By Command Sgt. Maj.
Martin Pate. III

•••••
Top NCO shares thoughts.

Joint Emergency Medical Technician Recertification

Medics Train Together for EMT Readiness

By James Campbell,
Editor

Medics from all services and the reserve components recently participated in the first Joint Emergency Medical Technician recertification at Schofield Barracks.

This project, organized by Tripler's Nursing Education and Staff Development Division, the Pacific Health Service Support Area, and the 25th Infantry Division (Light) Medical Operations Center, meets training and testing requirements for all services.

The 17 technicians in the class were given the opportunity to recertify before their certification expired, and they were also trained with the new EMT curriculum, said Staff Sgt. Janice Seda-Flores, the course coordinator from NESD.

Military EMTs must recertify every two years and be registered with the National Registry of EMTs maintained by the Department of Transportation, just

like their civilian counterparts.

The skills required to become an EMT include vehicle extrication, water rescue, aeromedical evacuation procedures and lifesaving skills. During the recertification, there are 32 hours of classroom instruction along with hands-on training to make sure these skills are in tact. The training exceeds the 24-hour requirements of the national program.

"We're refreshing their medical skills and keeping them up to date with [current] emergency procedures along with making sure their names are in the National Registry," explained Sgt. 1st Class Stephen Freije, the course administrator, also from NESD. "This is the first time we've held a joint session, and this is the best way to accomplish recertification when faced with shrinking resources."

"I'm in an environment with the potential for trauma," said Petty Officer 2nd Class Raymond Lawrence, a diving medical technician with a SEAL Vehicle Delivery Team based at Pearl Harbor. "EMT

certification is required by our command. It keeps us current, and it gives us a chance to network with the emergency response community during the training."

In the past, recertification was difficult, especially for service members assigned outside of a emergency clinic or hospital, due to class schedules, deployments, and continuing education credit requirements according to Seda-Flores.

EMT training and recertification are required for medics who need to provide immediate, lifesaving care, like those who are first on the scene of an accident— air and ground ambulance crew members and medics in emergency rooms, critical care units, and aide stations. Other medics in Hawaii who are not required to keep a current certification also want to stay up to date for career enhancements and to keep assignment opportunities open, according to Freije.

The Tripler instructors said anyone who has questions about the certification procedures should contact their unit's training staff for more information.

Environment of Care News

TRISARF Facilities Face Lift

By Richard Valasek,
Nurse Specialist, TRISARF

Visitors to Tri-Service Alcoholism Recovery Facility these days will find themselves making their way around ladders and materials, over tools and power cords, and through dust and noise. The obstacles and the noise and the dust, however, do not deter the business of alcohol recovery. Staff and patients continue their work as if unaware of anything unusual happening.

The renovation of our facility is long overdue. Tripler opened its doors for business in 1948. The main part of the hospital underwent a major renovation in the late 80's bringing it up to state-of-the-art. Unfortunately congress was not able to grant new funding to complete the renovation of the entire hospital. So for nearly half a century the wing that housed TRISARF has gotten by with just basic maintenance.

The obvious deterioration of our physical plant has become an increasing problem. It has been one of the major complaints of patients when evaluating the program. One certainly has had to look beyond the skin to see the beauty of TRISARF. It was also apparent that the wait could be long before Congressional funding for the renovation would be made available. Given these conditions the hospital decided

to fund a minor renovation, a "face lift."

The project began in early January and is scheduled to be completed in about six months. The biggest challenge during this time has been finding space to hold groups. Several possible plans were looked at, including moving the entire program into tents during the renovation. The planning group decided the best approach would be to stay put and work around the construction. Conference rooms were located in other parts of the hospital that we could use as needed.

The construction is being done in phases so that there will always be part of the facility we can use. During one phase there will be 18 beds temporarily lost to us. This loss of beds has been somewhat compensated for by our new Day Treatment Program — not all of our patients now sleep here.

When the job is done we will all breath a big *cool sigh* of relief. What staff and patients alike are most looking forward to is air conditioning. The most expensive part of the project is the upgrading of the electrical supply so it can handle built-in air conditioning units. Now on those hot, still Kona days when there are 40 people crowded into a classroom all will be able to focus on the work at hand instead of praying for a cool breeze.

Watch for the announcement of our open house and come help us celebrate our new look.

Home Disposal of Sharps

Within the past two months, Tripler patients have been depositing their used sharps from their home to one of our departments. These patients are encouraged to dispose their sharps at home. There are specific Environmental Protection Agency guidelines for patient's home care disposal of sharps. The guideline is a one page diagrammed instruction, for copies of this document contact Claire Yee at 433-6693.

Chemical Spills

Everyone in the hospital needs to remember that the procedure for reporting a large chemical spill is on the back of their identification badge. For a large chemical spill, remove anyone who is injured, contain the spill if possible, evacuate the area; and contact the Information Desk operator at 433-6661. If you have any questions related to chemical spills, contact the Environmental Services branch at 433-6693

About Service Order Priority

Getting things done is critical to accomplishing our collective tasks of quality Patient Care. Perhaps one of the most challenging of those tasks is getting nonmedical things that are broken or in need of maintenance fixed.

For most nonmedical repairs the procedure to follow is to call the Department of Public Works Service Order Desk at 438-9276. Once connected to the Service Order Desk, you will be asked to describe the problem, how it impacts on your patient care mission, and identify the exact location. With your input, they will then assign a priority to the service order.

An "emergency" is any problem that is life-threatening, safety related, would cause serious problems to the infrastructure of the hospital, or which has immediate impact on direct patient care. Examples might be, the Operating Room lights are inoperable, a water line has broken and is causing serious flooding, or an electrical outage has occurred in the Emergency Room or Intensive Care suite. Response to "Emergency" service orders is normally within minutes to an hour depending on the nature of the problem. The Staff Duty Officer may be asked to validate emergency service orders occurring after normal duty hours.

The next priority is "urgent." This priority is the most commonly used at Tripler. These service orders normally will be responded to within three days.

The last of the priorities is "priority." This is used to get things repaired that don't impact on direct patient care or that can be fixed in a few weeks.

Before you call in your service orders, take the time to assemble the description of the problem, your assessment as to its severity and impact.

By Steven A. McKnight, Facilities Management Branch.

Experts Say Most Gulf War Vets Have Explainable Symptoms

The majority of more than 18,000 Gulf War veterans examined for ailments under a Department of Defense program were determined to have readily-diagnosable medical conditions.

The Comprehensive Clinical Evaluation Program was established in May 1994 to provide care and to understand the nature of illnesses experienced by veterans following their Gulf War service, said Dr. Stephen C. Joseph, assistant secretary of defense (health affairs).

"Many of our Gulf War veterans have real symptoms and illnesses with real consequences requiring care. One key finding is that, to date, we have found no clinical evidence for a previously unknown, serious illness, or 'syndrome' among the over 18,000 Persian Gulf veterans participating in the CCEP," Joseph said in an April 2 DoD news release.

Although most Gulf War veterans examined under the CCEP were determined to have diagnosable illnesses, Joseph said that "an unknown illness or a 'syndrome,' which was mild or only affected a small proportion of veterans at risk, might not be detectable in a case series, no matter how large."

Joseph said the DoD will "continue to provide comprehensive quality health care to eligible Gulf War veterans and their family members and will continue its efforts to understand any health consequences of service in the Gulf War."

From the Army News Service.

Okinawa Troop Reduction Set

Perry says Pacific Basin military operations are still vital.

In a move to reduce the burden on the Japanese people without reducing U.S. military capability in the Asia-Pacific region, DoD is returning 20 percent of the land U.S. forces use in Okinawa.

The United States will maintain current troop strength of about 100,000, including 47,000 in Japan, according to Defense Secretary William J. Perry. DoD will relocate and consolidate troops and equipment at other bases in Japan.

"We could not eliminate the burden," Perry said during a press conference in Tokyo April 15. "Freedom is not free. The U.S. forces in Japan and Korea are not here for the convenience of the United States. We and the Japanese government believe they are necessary to preserve the security and stability in the Asia-Pacific region."

The United States currently occupies about 60,000 acres on Okinawa. The land being returned includes Futenma Marine Corps Air Station, two communications centers, large training areas and parts of several other U.S. bases.

DoD is also changing training procedures: eliminating artillery firing over a local highway, limiting night flights over residential areas and building noise barriers at airfields. Perry noted returning the Futenma air base will take a number of years, but training procedure changes will happen in a matter of months.

The dramatic changes in procedures and training are intended to reduce the intrusiveness, noise level and "footprint" of the U.S. forces in Okinawa, Perry said.

Japanese most recently protested the American

military's presence in Okinawa following the rape of an Okinawan schoolgirl by three U.S. service members last fall. The incident focused attention on the islanders' many objections to having U.S. forces in their communities.

"It (the rape) caused us, both the U.S. government and the Japanese government, to look very hard and very seriously at this question of burden on the Okinawans. It led to my personal commitment to do what I could to try to reduce that burden, always giving the boundary that we had to be able to maintain readiness," Perry said.

Perry set up a special action committee of U.S. and Japanese military and civilian officials to recommend fundamental basing changes. "We were looking for conclusions in a matter of a few months, not a matter of years," he said.

Japanese officials agreed to pay for the costs of the U.S. returning the land, except for the cost of transferring some equipment to other facilities, Perry said. Japan also agreed to continue providing logistical support for U.S. forces and to study Japan's role in the event of war. Both nations agreed to review 1978 guidelines for military cooperation.

"The U.S.-Japan security alliance has maintained peace and prosperity in the Asia-Pacific region all through the Cold War," Perry said. "This security alliance and the forward presence of U.S. troops that support it has been the oxygen which has nourished the remarkable economic growth in the Asia-Pacific region for the last few decades."

By Linda D. Kozaryn, American Forces Press Service.

Workplace Violence Can Be Prevented

By Donald Devaney
Provost Marshal

Workplace violence includes any physical attack that happens on the job. Any worker can become a victim. Workplace violence is the third leading cause of workplace deaths for all workers. For women, workplace violence is the number one cause of work-related deaths.

Be aware of coworkers who believe other employees are out to get them. Report problem coworker behavior to your supervisor who will then take the proper action.

Problem behavior may include: Making verbal threats on the job about getting even with coworkers. Making continual threats or intimidating coworkers. Becoming angered or very defensive about work actions. Talks about buying a weapon, or brings a weapon to work. Is thought to use alcohol or drugs on or off the job.

It is also important to recognize signs of potential violence in your customers. A customer may become unusually angry with you because of their perception of slow service, poor product quality or lack of information. A customer who talks abusively when making a telephone complaint or threatens you or coworkers over the phone or in person should also send a warning signal.

To avoid customer violence, there are some steps that can help calm the situation. Try to remain calm, speak clearly, and don't raise your voice. Always avoid arguing. Address each customer with a friendly greeting whether you're on the phone or meeting in person. Be courteous at all times — even when your customer is not. Empathize with the customer's problem, and ask about training that will help you understand customer service.

To keep yourself safe at work, always know the proper phone number for help. Remember the location of and know how to use the alarm or panic button, and develop a "danger signal" that your coworkers will understand. Promptly notify your supervisor of potentially violent situations, and stay away from violent situations while making a report.

Remember your safety while working at night. To increase your safety during these hours, especially if working alone, inform security or someone at home when you are going to work late. Always let them know when you expect to leave and when you plan to arrive home. If you drive, park in a well-lit area near your work entrance if possible. Before you leave, ask security or a coworker to escort you to your car. If you go to your car alone, have your keys ready as you leave the building, and check around, underneath and inside your car before opening the door. Similar tips apply when riding the

bus. Check the schedule for arrivals and have someone stay with you at the bus stop. When taking the bus, sit near the driver.

If all else fails and you find yourself in a threatening situation, there are some things you can do to reduce your risk.

Don't panic. Think and size up the situation. Call security or notify someone in your area if there is time. Try to remain in control of the situation, and keep direct eye contact with the possible attacker.

If the attacker demands that you give up money and valuables, do so immediately. If the situation permits, throw the valuables one way and run the opposite way. Report the incident to your supervisor and the Provost Marshal.

Self defense might be an option when the attacker has no weapon, but you should first try to run away. Scream, "Fire!" or "No!" repeatedly. If the attacker grabs you, strike the attacker's eyes with your forefingers. Hit the person's throat with your extended fingers. Kick the attacker in the knees, shins or groin.

If you have been the victim of an attack or have witnessed one: Call security or the Fort Shafter Military Police immediately. Carefully and accurately describe the act and the attacker(s). Do not change anything at the scene where the violence occurred. Do not clean up, reset furniture or touch any objects handled by the attacker.

TRICARE Survey Results

More polling set to take place in Region 12

How do military beneficiaries living in Hawaii feel about their health care?

Last spring, prior to the April 1, 1996 start up of the TRICARE contract, military families in Hawaii responded to the 94-95 Health Care Survey for Department of Defense (DoD) Beneficiaries. The survey covered the time period Oct. 1, 1993 through Sept. 30, 1994. Respondents represented four groups: active duty personnel, active duty family members, retirees, survivors and their family members under the age of 65, and over the age of 65. Responses from 1,480 individuals were compiled to represent the views of 107,789 adult beneficiaries. However, this represents only 1% of the population served in Region 12.

Survey results for Hawaii are summarized as follows:

- Access to care - Most reported that they were very pleased with the convenience and quality of care. Others were concerned with distance to medical facilities, and not being able to see the

same doctor.

- Use and source of care. More beneficiaries as a whole used military health care rather than civilian health care.
- Satisfaction with care received. Overall, satisfaction was good, but beneficiaries were most satisfied with civilian sources of health care.
- Familiarity of health benefits. Most of the comments focused on misunderstandings with CHAMPUS benefits.
- Health status. Active duty personnel, using military health care, reported scores that were higher than the regional average.

This year's health care survey will be mailed randomly in late April or early May and will include questions on the TRICARE program. TRICARE will greatly improve access and continuity of care, both of which were areas of concern in the earlier survey prior to the start up of TRICARE in Hawaii.

Hot Topics

Follow up on the top issues here and around the Army.

For the Customers

What patients can use in the new education center.

- A Macintosh Quadra computer for access to the Internet.
- Three Pentium-based personal-computer workstations.
- Interactive, multimedia CD-ROM health educational programs.
- Consumer oriented health database to conduct literature searches.
- Health-related books.
- Videotapes.
- Audiotapes.
- Anatomical models.
- Free literature.
- TRICARE Health Care Information Hotline.
- Medical Language Translator Program.
- Technical and educational counseling support from nursing staff.

New Education Efforts Underway

By Lt. Col. Sandy Stuban
Patient Education Coordinator

Many new initiatives are being implemented in the area of Patient Education. Through the efforts of the Patient Education FMT and Tripler's Patient Education Coordinator, many projects are being planned and coordinated.

The Patient Education Directory is a comprehensive hospital-wide listing of formal patient education programs on the Composite Health Care Computer System. It lists the title of the program, a brief description, when and where it is offered, a point of contact, and how patients gain access. It's meant to provide Tripler's staff with an easily accessible resource of a wide range of educational programs from many different departments.

To access by CHCS:

- Enter "Mailman"
- Enter "BBS"
- Enter "Training and Education"
- Enter "Patient Education Directory"
- Once in the Directory, make your choice of 88 entries.

This is a dynamic and ever-changing document. Your input helps keep the Directory current, useful, and full of valuable information.

ASK-2000 is a telephone referral service for patients and health care providers that provides information on community resources and helping agencies and organizations in Hawaii. Its services are available Monday through Friday from 6 a.m. to 8 p.m. It is a free program offered by the Hawaii Community Services Council.

The Health Education Center is a newly forming educational resource center for patients and their families. To date, patients have no place to do research on topics related to their health or illness. The goals of the Center are: to provide information and tools which will assist the individual in making healthy life-style choices and behavioral changes; and, to provide information and tools which will assist the individual to understand and participate in treatment of their illness or disease state.

In the space allocated, next to the Patient Education offices and the Community Library, patients and their families will have access to a wide variety of resources.

Upon completion, this center will provide a comprehensive selection of valuable health information resources to meet the educational needs of our patients. Watch for advertisements announcing the grand opening and full-day open house anticipated in June 1996.

For more information on any of the patient education initiatives, contact your Patient Education Office 433-2565/2176.

Clinic Construction

The Schofield Barracks Health Clinic will celebrate the start of the clinic renovation project with a ground breaking ceremony, scheduled for May 23 at 11 a.m. The dig will take place on the lawn between buildings 682 and 676. Clinic Commander, Col. Robert Johnson will host the ceremony.

The renovation is a first for the U.S. Army Medical Command. It is the first project to be planned and programmed as a renewal project, under the supervision of the Renewal Branch, Health Facility Planning Agency, Washington, D.C. The twelve-building project will take about three years to complete, and the end result will be a modern, state-of-the-art facility for patients and clinic staff.

In preparation for the coming renovation, the residents of building 682 are busy planning their move into the new transition trailers. The move will take place during the weekend of May 10-12. Every effort is being made to help minimize the disruption of patient care during the renovation process. Submitted by Keanna Jones Health Facility Project Office - Hawaii.

Problem With PAP Smears at Missouri Post

Some women who had Papanicolaou, PAP, smears taken at Fort Leonard Wood, Mo. between October 1992 and April 1995 may have received erroneous results, according to a recent Fort Leonard Wood news release.

Women who had PAP smears taken during this time and haven't been contacted by hospital staff or registered mail should call 1-800-563-6494.

The cytotechnologist responsible for the errors no longer works at the hospital and is no longer employed in that occupation. Quality oversight measures were instituted in July to ensure this doesn't happen again.

Adapted from a Fort Leonard Wood news release by the Army News Service.

At Schofield

Super Soldiers Win Tough Military Fitness Competition

By James Campbell,
Editor

Two soldiers from Tripler took first place in the team competition of the first STREND World Championships at Camp H.M. Smith. STREND, which stands for Strength and Endurance, is designed to test the limits of even the most fit service member.

Staff Sgt. Craig Glenzer and Sgt Henri Fournier from the Environmental Health Section of Preventive Medicine tested their collective ability in this grueling event. The rela-

tively-new form of competition consists of five disciplines: the bench press, pull ups, the shoulder press, chin ups, bar dips and a three-mile run. To add to the complexity, the strength events are accomplished one after another in three minute intervals followed by the run. A STREND Score is then calculated based on repetitions and time.

"Bottom line is this is a killer workout. The (Army Physical Fitness Test) becomes a walk in the park in comparison," explained Glenzer, who is currently taking another physi-

cal challenge as he goes through Special Forces assessment.

"I feel it is probably the ultimate test in fitness ..." said Fournier. After completing so many upper-body strength events at the fastest possible repetition, he said the run is where it really "kicks in."

"Just imagine taking a PT test, then taking another, and another, and another — that's what this event was like," Fournier said.

STREND is much like a sporting event for what some may call the hard-core soldier.

The individual events themselves are all common in their own right, but putting them together in rapid succession is more like a military test of will-power and in this case, teamwork.

Ed Bugarin, a local Army veteran who spent much of his career in Special Forces and eventually the Delta Force, developed the STREND program to improve his own fitness, and in the process he created the competition. He has held other local STREND events, but this was the first time military from outside Hawaii participated.

Sports & Leisure

.....
Competition and Fun

Karaoke Contest

The Aloha Lightening Club, Schofield Barracks, will sponsor a Karaoke Contest which is open to all active duty military, Army Reservists, DoD Civilians and family members age 18 and older. The top three winners will receive cash prizes as follows: 1st place is \$150, 2nd place is \$100, and 3rd place is \$50. The first place winner will also be afforded an opportunity to perform live on the Ala Moana Center stage for a television taping of Hawaii Stars and at the Fourth of July Spectacular, Sills Field, Schofield Barracks. Entry forms are available at Kaala Recreation Center. Entry fee is \$10. Deadline for entry is May 24. Preliminary competition will be held on June 3, and finals are set for 7 p.m. June 6 at the Aloha Lightening Club.

BOSS Ocean Sports

Take off with the Better Opportunities for Single Soldiers program on a Tropical Ocean Sports Tour June 1. The event, for single soldiers and their guests age 18 or older, costs \$45 and includes canoe paddling, snorkeling, jet skiing, "Hobie Cat" sailing and wind surfing in beautiful Kaneohe Bay. A free shuttle will be provided from Schofield Barracks at 7 a.m. and from Fort Shafter at 7:30 a.m. Call the BOSS staff at 655-8169 for more information.

Junior Golf Program

The 1996 Summer Fun Junior Golf Program is open to all active duty and retired military family members and DoD civilian family members. To qualify for the program, participants must have reached their 10th birthday by June 17 and can not exceed age 17 by August 8. Sites for the program are Kalakaua Golf Course on Wednesdays and Fridays, and Nagorski Golf Course on Mondays and Wednesdays. Only the first 60 entries will be accepted at Kalakaua and only the first 45 entries will be accepted at Nagorski.

The \$35 fee covers all instruction, golf equipment, practice balls, shirts, prizes and the tournament luncheon. The deadline for entry is June 10, or until sessions are filled.

To register for Kalakaua sessions, visit the Pro Shop, Building 1285, Schofield Barracks, phone 655-9833. To register for the Nagorski golfing, visit the Pro Shop in Building 716, Fort Shafter, phone 438-9587.

JOC Picnic

On June 1st, from 8 a.m. to 8 p.m. the Junior Officer's Council will be sponsoring a picnic at Bellows Beach for the first group of 20 Army Reserve Officer Training Corps Cadets who will be at Tripler for six weeks for their Nurse Summer Training Program. All cadets and their preceptors as well as all junior officers are invited to attend this event to welcome the cadets.

The JOC will be conducting a car wash in the lower level parking lot on May 16th from noon to 5 p.m. Proceeds from the car wash will go towards funding future JOC functions and local charitable organizations.

If you are interested in the Tripler Junior Officer's Council or any of the social and charitable activities, please contact Cpt. Michael Braun at 433-3477.

Lost Pets Policy Change

The Fort Shafter Stray Animal Facility will no longer be in operations. All strays picked up here, at Ft. Shafter, Aliamanu Military Reservation and other areas patrolled by the Ft. Shafter Military Police will be taken to the Hawaiian Humane Society, phone 946-2187. Animals involved in a bite or scratch incident may be detained at the Schofield Barracks Stray Animal Facility.

Suds for Funds and Fun

The Department of Nursing and Medical Company B are conducting a car wash to get your Memorial Day weekend started right. Organizers say you can "listen to their tunes while you watch them shine your ride."

Everyone is invited to come by the lower parking lot on the ocean side of Tripler on May 24 between 2 and 5 p.m. The fee is your donation to the Organization Day funds drive.

Aerobics Classes

Free Aerobics classes are available to service members, DoD civilians and family members at the Tripler Fitness Center. The one - hour classes are on Mondays, Wednesdays and Fridays, starting at 5 a.m. and 4:15 p.m., and on Tuesdays and Thursdays, starting at 11:15 a.m.

Quick Stats

.....
Who did what in the world of sports.

Bonnita Wilson won the Women's Overall, Women's Heavyweight and Best Poser titles at the Hawaii Armed Forces Body Building Championship, held at the Pearl Harbor Sub Base Theater, April 27. The contest was open to all active duty members and their families. Wilson is the Head Nurse of the Orthopedic Clinic.

Ten Soldiers Earn Coveted Expert Field Medical Badge

By James Campbell,
Editor

Ten Tripler soldiers have a reason to be proud. They earned the coveted Expert Field Medical Badge. The soldiers trained continuously for two months in order to meet the rigorous standards set forth by the program. It is estimated that each student put in over 100 hours of study time preparing for EFMB testing.

Expert Field Medical Badges were earned by: Sgt.

Kenneth Beaman, Spc. William Riles, (3rd place overall), and Cpt. James St. Angelo (8th place overall) — all from Medical Company A. From Medical Company B, those who now wear the badge are: Capt. Amy Apfelbeck, Spc. Todd Jansen, Sgt. Eric Marshall (who placed 5th overall), Staff Sgt. Concepcion Reyna, and 1 Lt. James Teal who was first in the grueling 12-mile road march with a time of 2:31. Sgt. Matthew Cruthers from the Tripler U.S. Army Reserve Hospital

(Aug.) and Sgt. Richard Sivia from the Dental Activity also earned the badge.

“I am very proud of these soldiers,” said Sgt. 1st Class Randy M. Cunningham, from Operations and Training, Pacific Health Service Support Area, who was responsible for the training program. “They are tough enough and committed enough to get the EFMB.” The soldiers trained for two months in preparation for the event held at Schofield Barracks, and Capt. Emine

Whitson of C Company, 325th Support Battalion, who won the overall title of Distinguished Honor Graduate, attended training with Cunningham and the Tripler soldiers.

Soldiers interested in meeting the EFMB challenge in October should contact their unit’s Training NCO, according to Sgt. 1st Class Valerie Thompson, who organizes and maintains EFMB training records in Plans, Training, Mobilization and Security.

**Trained
and Ready**

Readiness First.

Federal Week Awards Nominees Announced

By James Campbell,
Editor

One of the major events for all federal employees here is the Federal Week Awards luncheon which honors employees and military members.

Each year, nominations are forwarded to the Honolulu Federal Executive Board from each major command. The board, made up of senior leaders from military and civilian activities considers the achievements of all nominees before deciding the overall winner in each category.

At Tripler, supervisors nominate people for consideration to the Special Awards Committee.

The people who will represent Tripler at this year’s awards for Federal Employee of the Year are: Nancy Choquette, Department of Nursing in the Professional, Administrative, Technical category; Belen SanPedro, Nutrition Care Division, in the Cleri-

cal and Assistant category; and, Arsenio B. Siggayo, Nutrition Care Division, in the Trades and Crafts category.

Capt. Matthew D. Sommer, Preventive Medicine, is nominated for Military Officer of the Year. In the Exceptional Community Service category, Kenneth W.Y. Lee, Social Work Services, Schofield Barracks Health Clinic, was chosen. Joel M. Tanaka from Information Management Division will represent Tripler in the Federal Manager/Supervisor category.

For the Federal Organizational Excellence Award, Tripler will be represented by the Joint Commission Readiness Executive Committee. Members of the nominated group are: Col. Gerald Evans, Col. Charles Jones, Maj. Mark McPherson, Irene Tanaka, John Henry, Lt. Col. Michael Frisina, Col. Paulette Cook, Lt. Col. Cheryl Kilian-Hoffer, Col. Howard Wiener, Col. Barbara Green, Col. Theora Mitchell and Col. Ira Walton, III.

Overall winners will be determined and announced during an awards luncheon at the Waikiki Sheraton hotel, May 22.

**News
Watch**

Keeping you in the know.

caducean salutes

Promoted

Maj. Sandra M. Robinson and Maj. Mary C. Clark, both from the Department of Nursing, were promoted to Lieutenant Colonel. Capt. Mary Gunter, also from Nursing, was promoted to Major.

Awarded

Lt. Col. Kathleen A. Buda and Cpt. William G. White, both from the Department of Nursing, were awarded the Meritorious Service Medal.

Editor’s Choice

Special thanks are due to the hard-working staff at the Fort Shafter and Schofield Barracks photo labs. Department of the Army Selection Boards meet soon to review thousands of records for promotions, and the rush to update file photographs has put some strain on the photo labs. They’ve been making some extra effort and deserve our thanks.

The graders for last month’s Semi-Annual Physical Fitness Test also deserve our thanks for their hard work and professionalism.

clip and save

Schofield Clinic Gets Phone System Upgrade, Numbers Change

The U. S. Army Health Clinic, Schofield Barracks will make the switch to new phone equipment May 10. The biggest change will be the addition of the clinics’ numbers to the “433” exchange. New administrative office numbers at the clinic will be made available through distribution. The following is a list of important phone numbers.

Ambulance	433-8888
Dental Emergencies (Active Duty only)	433-8814
Aviation Medicine Clinic Appointments	433-8275
Community Health Nurse Appointments	433-8675
Community Mental Health Service	433-8575
Family Practice Patient Appointments	433-2778
Health Benefits Advisor	433-8485
Outpatient Pharmacy	433-8420
Pharmacy Call-in Refills	433-6962
Physical Therapy Clinic Reception	433-8025
Patient Assistance Line (PAL)	433-8506
Urgent Care Clinic	433-8850

clip and save